



Supported  
Independent  
Living

## GSL's SIL HANDBOOK

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Have  
Questions?

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you are  
looking for

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Supported Independent Living (SIL) services are funded under the National Disability Insurance Scheme (NDIS) funding.

“With GSL’s SIL supports you can live independently, sharing with someone else, or by yourself, while receiving daily living supports.”

This handbook provides an overview of what to expect when you select and engage GSL to be your provider of SIL support.

To ensure the best quality of service, please read this handbook with anyone in your network, so you have an overview of the policies and procedures GSL staff must follow and the roles and responsibilities we ask of you.

# What you need to live independently

We tailor supports to your individual needs, so your service may include:

- 24/7 daily living supports with trained staff
- Help with managing money and household budgeting
- Assistance with cooking, cleaning, and laundry
- Personal care in showering, dressing and personal hygiene
- Support with grocery shopping and catching public transport
- Learning more about household participation and community engagement
- Support with creating new social connections and visiting family

## About SIL

Our team work closely with you and your network to determine the supports that suit your individual needs, personal interests, and preferences.

## Sorting out your agreements and contracts

When you select GSL to be your SIL provider, we make a SIL Service Agreement. In this, GSL agrees to provide a qualified, trained staff to assist you with daily living, personal care and participation in community or social activities. SIL does not include other types of support such as attending lifestyle day programs, employment, or community access. These items can be added under different funding supports within your NDIA Plan.

To access services and supports that are in your NDIA Plan, but not included through your SIL funded supports, you will need to enter a separate Service Agreement. You may select GSL to provide some, or all, of these different services, or another provider. Either way you, you will have another agreement that you will need to manage.

## Tenancy or accommodation agreement

Your SIL Service Agreement is different to your tenancy or accommodation agreement.

- A State or private tenancy agreement is where a property owner or agent leases a property for a person to live in the home. The agent will set and collect rent and arrange for the home to be fixed and maintain the home.

*Note: If you couldn't find accommodation, GSL may have entered a head lease in the private rental market. In this case you will have a Tenancy Agreement with GSL outlining rental prices, inclusions, and exclusions specific to you.*

- Specialist Disability Accommodation (SDA) is where a provider with an SDA approved property leases accommodation to a person with disability who has an NDIS plan to live in the home. The SDA provider will set and collect rent and fix and maintain the home, just like a standard lease arrangement.

## Conflicts of Interest

A conflict of interest is a situation where a person or organization may be involved in multiple interests and serving one interest could involve working against another.

If GSL is required to have an agreement in place with another party, so we can provide you with SIL support, GSL will let you know of any potential conflicts of interest.

If you are unsure of any arrangements that may be currently in place or if you are concerned about a potential conflict of interest, speak with someone on your GSL team so we can discuss.

# About Your SIL Service Agreement

Changes to the support provided within your service agreement

“If you require any changes to your SIL supports, or with the delivery of your SIL services, please let us know.”

Our preference is to make changes formal. This means meeting with your GSL Practice Lead, to clearly agree the necessary amendments. Any changes will be confirmed in writing and will need to be signed and dated by both parties.

When the changes you require need additional funding, GSL will work with you and your support network, in negotiating this change of circumstance with NDIA.

With each change, our SIL Agreement is updated. As you receive new updates, please read the agreement and attachments carefully and return to us as soon as possible to ensure we have the correct and current information to support you.

## Support Plans

If applicable, we must have an up-to-date health, mental health, and specialist disability support plan (such as specialist positive behavior support plans) as well as any current medication administration instructions.

These plans are required to meet our legal obligations. If any of these documents are out of date, we may need to suspend your supports until the required paperwork is provided.

Please note that if medication administration instructions are unclear or there are errors on medication administration instructions, we cannot administer medication.

## Suspension of services

There are certain times when GSL may need to suspend services. We will discuss any matters with you in the first instance and work with you, and your support network, to resolve any issues

Suspension of services may be due to any of the following circumstances:

- Your health, mental health or specialist disability support plans are not adequate or up to date
- Serious incidents which impact on the wellbeing of other participants or staff
- Failure to arrange payment for services, including your contribution to household expenses
- NDIS funding has been exhausted
- Inactive service agreement

# Working Together

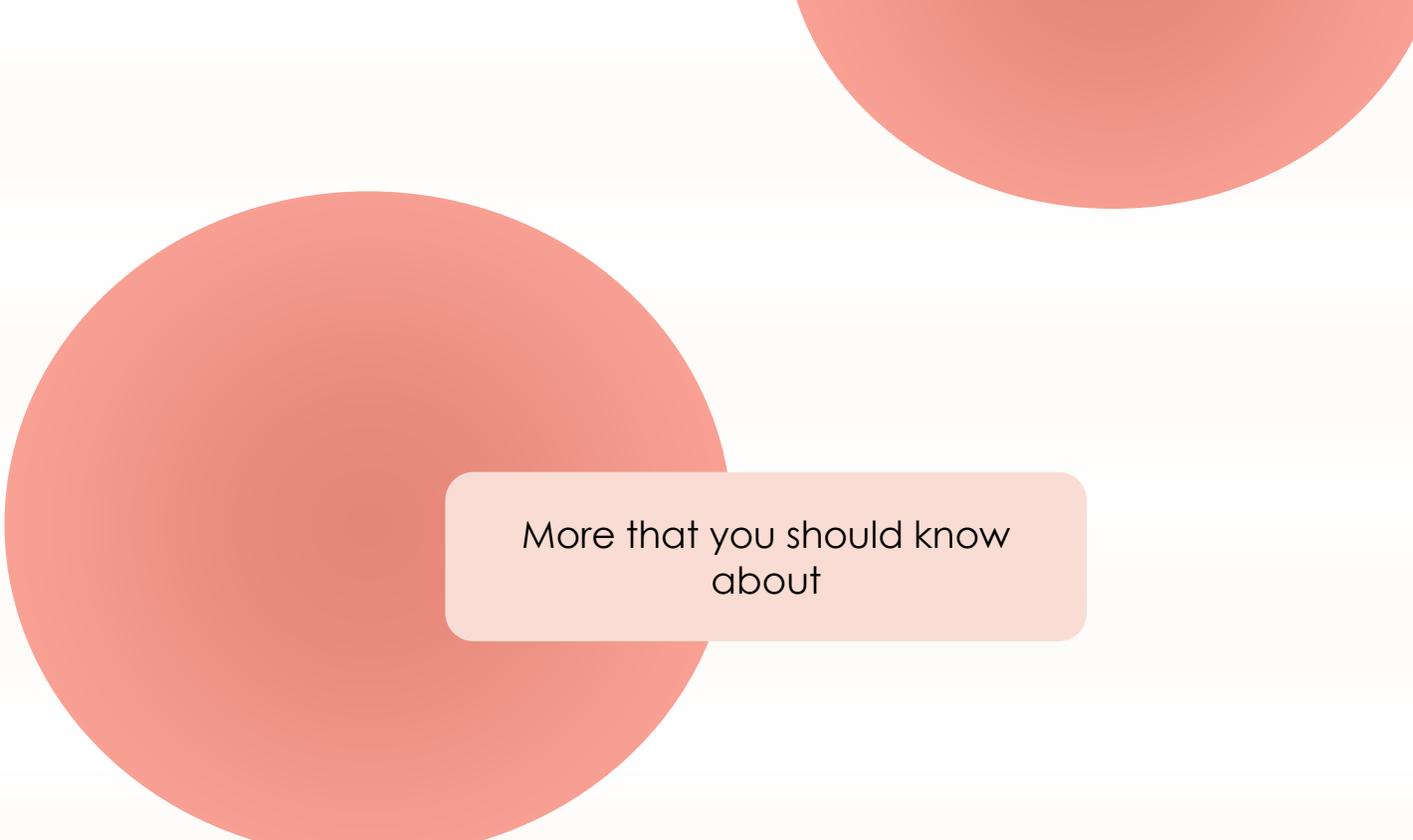
Everyone has a role to play in ensuring the delivery of smooth, safe, and efficient SIL services.

## GSL: a Good Start to Life

- To deliver your SIL supports, as stated in our Service Agreement. To provide day-to-day supports by highly skilled and suitably trained staff
- To train staff to deliver a high-quality service, in a safe and timely manner, and with courtesy and respect to you and your network.
- To ensure our workers are screened and undertake the necessary criminal and police checks required for working in the community.
- To closely monitor staff compliance with GSL's professional standards, policies, procedures and code of conduct. GSL will provide the necessary managerial supervision and leadership, supports and training as required by our staff.
- To listen and act on your feedback and complaints, so you feel safe and that you are actively shaping your supports to suit your life.

## You and your network

- To let GSL know how you need your SIL service to be delivered and the type of supports you require, and to keep GSL updated as your circumstances change.
- To inform GSL of any changes to your legal or health circumstances including any health concerns, illnesses or changes in medication.
- To provide updates to any decision-maker or financial trustee arrangements that may be in place, to ensure GSL is operating with all the right permissions in place.
- To manage prompt and timely payment for your SIL supports, and any other payment owed relating to your SIL support such as payment toward living expenses.
- To keep GSL informed of any changes to your NDIS plan, tenancy/accommodation agreement and give GSL notice of any plans to end your SIL service agreement with us.
- To actively participate in planning meetings.
- To provide regular feedback on your supports and participate in service reviews relating to your SIL supports.

A large red circle is partially visible on the left side of the page. A smaller red circle is partially visible at the top right. A light pink rounded rectangular box is positioned in the center, containing the text "More that you should know about".

More that you should know  
about

## Mandatory reporting

In some limited circumstances, and only when permitted by law, GSL can disclose information about you to third parties without consent.

This is usually when the disclosure of information is required for law enforcement, child welfare or to prevent or lessen a serious threat to life, health, or safety.

## Consents

There are strict rules around what service providers must do to meet their obligations to participants, under the NDIS Quality and Safeguards Commission. This includes privacy and the extent to which we provide supports and assistance.

In relation to your privacy, GSL can only release information it holds to third parties when permitted by law, and usually with your consent, or that of your legally appointed decision maker.

In relation to the extent of support and assistance, this usually relates to health care and medication administration.

# Looking After Your Health

## Medications

Medical needs are determined by a treating practitioner, and prescribed medications are administered according to their orders. All medications are Webster packed and administered according to practitioner instruction.

“Based on safety, GSL will agree to medication administration to the extent of assistance that is within GSL staff training.”

## Hospital visits

If you are hospitalized, our staff will stay with you during your admission to hospital and until you are settled on the ward.

Staff will also provide the hospital with information regarding your supports, if requested.

Although our staff will be unable to stay with you once you are settled on the ward, they will obtain updates on your progress and treatment, communicate with your family, visit regularly, and participate in care coordination.

The level of support you receive from GSL staff while in hospital will be dependent on your needs.

## PRN Medication (as needed medication)

PRN medication is anything that is taken occasionally or as necessary. For example, Ibuprofen, taken when you have a headache, is considered PRN medication. We recommend you discuss with your doctor about including any over the counter medications, such as Panadol, Ibuprofen or Movicol, on the PRN chart.

If you have medication charted for PRN it must be kept with you. PRN medication needs to be provided in a Webster pack or similar with clear administration labelling.

## Infectious diseases, outbreak notification & infection control

GSL is required to report on certain identified infectious diseases and conditions, by notifying Public Health Authorities if a person in our care has an infection on the notifiable list. This is because it may pose a significant risk to others.

Some of these notifiable diseases include COVID-19, acute viral hepatitis and hepatitis A, B, C, D, and E, influenza, measles and gastroenteritis. If you have a notifiable illness or an infectious disease such as chicken pox, scabies and impetigo or are unwell with a virus or generalized illness, please let us know as soon as possible so that we can respond and report accordingly.

If you are not currently ill but are a carrier of a disease such as hepatitis B, please let us know so that we can ensure the correct infection control procedures are in place.

## COVID 19 Vaccination

We highly encourage vaccination and will support you to get, or stay vaccinated in any way we can

# Running The Household

When you move in, and ever so long after that, GSL will agree a budget with you and/or your financial trustee.

This will include expenditure amounts and arrangements for:

- Food and groceries
- Phone, data and media streaming subscriptions (e.g., Netflix, Spotify, etc.)
- Utilities – electricity, gas
- Health - doctor, dentist, physiotherapy, medicines, eye care, glasses
- Personal - clothing, shoes, haircuts, and hygiene products
- Leisure, recreation and entertainment

## Your Living Expenses

“If you are managing your own money,  
we will help you to stay on budget, if you ask.”

Where you or your financial trustee have agreed that GSL manage your budget, GSL will set up a bank account. This account will contain only your money, and transactions related to your budget.

GSL will provide you and/or your financial trustee with the account details so regular payments can be made into the account. The amount transferred and regularity of deposits will be dependent on the budget. Each month GSL will send the account statement to either you and/or your financial trustee.

Any bank fees or interest accumulated in the statement are yours to pay or receive.

This is your money so at any point, you or your financial trustee can instruct that:

- Some or all money in this account be transferred to another nominated account
- This arrangement ceases, and all money in this account be transferred to another nominated account

# Everyone enjoying their homelife

## House, Property and Tenancy Rules

To make sure you get a say in how your household runs, you'll be asked to join in and make 'House Rules' for everyone to live by. These can be updated, if they are not working or if someone moves out or in and things change.

On occasion, there may be additional rules which are specific to your home location such as parking or neighbors' properties. Check with your Support Worker for any local council rules that may apply and always refer to your tenancy agreement or SDA provider's household guidelines.

## Privacy

You must respect the privacy of others in their own rooms or in private areas. You cannot go into other people's rooms without their permission.

While sex and other adult activities are a regular part of adult life, they are private. You should only engage in these activities in a private place and ensure you do not disturb anyone else in the household.

## Respect and safety

We ask that you and any of your visitors always treat GSL staff and other participants with respect. It is a requirement that all visitors adhere to house rules and that you pay for any damages to the property incurred by you or a visitor of yours.

Aggressive or violent behavior towards staff or others sharing with you will not be tolerated under any circumstances. If visitors to the site display such behavior, they will be asked to cease immediately or leave the property.

GSL will endeavor to resolve interpersonal conflicts and utilize all available specialist resources to assist in matters relating to behavior support.

## Furniture

You are responsible for furnishing your own personal space. Specific to each property, GSL will set up a 'basics' list containing essential household items and inventory of ownership. Completing the inventory list may require discrete markings on items.

Items excluded from the inventory list include

- Your personal linen and bathroom essentials.
- Small kitchen items of low value and individual items of a set

In share houses, when a tenant moves out and takes their belongings, it becomes the responsibility of the remaining tenants, or the new tenant entering the share house to ensure the 'basics' list is complete.

GSL does not accept any financial responsibility for wear and tear, or damage, to a tenant's property irrespective of the circumstances in which the wear and tear, or damage occurred.

## Smoking

We respectfully ask that you do not smoke indoors in the presence of our staff or prior to staff arriving on site to deliver SIL services.

Staff are not permitted to smoke inside your home. If any of our staff smoke, we will organize a designated smoking area, with container, outside. If you move into an existing share house, please check with your specific household for where these are located.

## Pets

Pets are not allowed in the home unless prior approval has been granted by the agent or accommodation provider and other participants in the house.



Everyone  
enjoying  
their  
homelife

# Staying On Track

## Restricted Practices Authorization

The use of seclusion, mechanical restraint, physical restraint, environmental restraint and chemical restraint have been determined as regulated restricted practices under the NDIS Quality and Safeguards Commission.

There are strict rules around what service providers must do to meet their obligations to the participant and the NDIS Quality and Safeguards Commission. We will discuss what we require, as a service provider, if you have a regulated restricted practice that you wish us to put into practice.

## Incidents

GSL is committed to the safety and wellbeing of every person we support.

If there are any issues at any time, please speak with a staff member as soon as possible to address them.

Early reporting provides the best chance to investigate and to put support strategies in place.

## Duty of care

All staff at GSL have a duty of care to you as a client of GSL, and as an NDIA participant GSL has an obligation support you with all supports, as planned and agreed.

There are, however, some occasions when the requirements we need to fulfil are not the same as what is planned, such as if there is an unforeseen illness or outbreak on site. We ask that families and carers understand that, in these instances, changes to planned services are sometimes necessary.

Staff also have strict requirements and procedures in place to maintain service standards and must always adhere to these.

## Feedback and Complaints

All feedback and complaints can be lodged anonymously, if you would prefer.

There are different ways you can lodge a complaint or provide feedback to us:

- Via an online form on GSL's website
- In person with a GSL staff member.
- Over the phone by calling (07) 4031 0123. You will then be passed to a member of our Relationships Team.

“We welcome all feedback”

### NDIS Commission

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent Commonwealth agency established to improve the quality and safety of NDIS supports and services.

If you are really unhappy with us, you can make a complaint about GSL to the NDIS Commission by:

- phoning 1800 035 544 or TTY 133 677.
- National Relay Service and ask for 1800 035 544.
- completing a [complaint contact form](#) on the NDIS Quality and Safeguard Commission website.

## Renewing contracts and agreements

Unless you are living in your own place, when you take up residence somewhere, you or your financial trustee will sign a Tenancy Agreement or Accommodation Agreement, and you will be required to renew these agreements. Please be aware that your SIL Service Agreement will automatically end, if for any reason your tenancy/accommodation agreement expires, or is ended.

The end date of your tenancy/accommodation agreement will coincide with either the end of the head lease period or your NDIA plan, whichever expires earlier. As Tenancy Agreements expire, you or your financial trustee may be asked to sign a new one.

Let's keep  
a positive  
relationship

Please tell us when there are problems. We are committed to working with you to always find a resolution.

# Time to Say Good-Bye

“While moving is something that most people do, it is a very stressful time. We are here to help.”

## Moving house

If you decide to move house, but want to retain GSL SIL support, then we work with your support network to help find you alternative accommodation. At the time that you are ready to move, your SIL service agreement will automatically end, and we will make another one to suit your new circumstances.

Moving takes a lot of organizing, so please let us know as early as possible.

## Changing SIL provider

If you decide to change SIL provider, we ask that you give us at least three months' notice in writing.

We fully respect your decision and assure you that we will remain committed to providing quality service while you are with us and maintaining positive relationships with you, your new SIL provider and your network while you transition.

## Ending GSL SIL service agreement

Although it doesn't happen often, there are times when GSL may suspend or end your SIL service agreement. If this happens GSL will let you and/or your support network know as early as possible, with a minimum notice period of three months.